

Customer Benefits

- **Cost savings** – Less expensive than internet access from a separately contracted ISP.
- **Efficiency** – Sharing common resources allows for more cost-efficient operations and support.
- **Continuity** – This service provides a level of redundancy allowing for recovery from ISP failures.
- **Agility** – Admin can adjust to agency needs quickly to help minimize impacts to business.
- **Support** – Monitoring, response and end-to-end fault resolution by trained, skilled Admin technical staff to help ensure internet availability.

Customer vs. Admin Responsibilities

This section identifies in detail Admin and customer responsibilities for each service offering.

Responsibilities	Admin	Customer
Agency is responsible for configuring its customer premise equipment (CPE). Admin offers management of CPE for a separate charge (see Local Area Network Service).		X
Ensure appropriate firewalls are in place to meet agency requirements. Admin offers firewall service for a separate charge (see Local Area Network Service).		X
Assign public IP addresses.	X	
Ensure redundant connections to the internet.	X	
Troubleshoot and resolve performance issues with ISPs.	X	

All services are delivered in compliance with State of South Carolina Information Security policies, as presented in [SCDIS-200](#).